

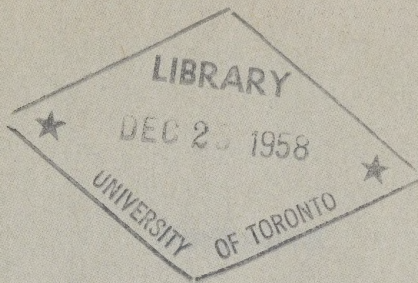
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Information for Civil Servants of Canada

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Canada, Civil Service Commission

Government
Publications



INFORMATION FOR CIVIL SERVANTS OF CANADA

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Foreword

This booklet has been prepared to acquaint you with some of the rules, regulations and policies of the civil service as well as with the facilities available for your progress, your health and your welfare.

In the main, it is written for office workers who are subject to the Civil Service Act. Therefore, public servants who are subject to other rules and regulations should not assume that everything said in this booklet necessarily pertains to them. Some parts do, others do not.

Remember, too, that civil service rules and regulations are subject to change and consequently some parts of this booklet may be out of date or incorrect by the time you read them. In view of this, you should try to keep abreast of developments. One good way is to check with your personnel office whenever you are in doubt.

The federal civil service is pleased to have you with us. Over the years it has played a great part in the administration and development of the country. We want your help in maintaining and improving this record.

Welcome to the Civil Service of Canada.

Canada's Civil Service

You are now an employee of a firm owned by the people of Canada and operated on their behalf by the Federal Government.

The job of a civil servant like any other job, requires careful attention over a certain number of hours each day. But there is something more to it than this—for the way in which you do your job can have its effect on the way in which the people of Canada are served. Behind the patient hard work, behind the routine, the forms, the files; behind all the rewards and disappointments of your job as a civil servant, there is a tremendous, inspiring story—the story of the development of our nation, Canada.

For in every page of the achievement of the Canadian public service the story of Canada's development is written large.

It is the story of the Royal Canadian Mounted Police patrolling the out-posts of our frontiers; the story of the exploration and development of our vast natural resources of mines and forests; the story of the great and golden West; the story of salmon running the coastal rivers and of our deepsea fisheries.

The men and women of the public service have pioneered in conquering the distances that divided Canada; in helping to build our immense national network of transportation and communications that have helped to bring the towns and villages, the John Does and Bill Smiths of Canada that much closer together.

Abroad, the record of the public service is the record of the diplomatic corps, the search for markets for Canadian products in foreign lands. At home, it is inextricably interwoven with the pattern of Canadian progress.

The most dramatic chapters in the story are Canada's contribution in two World Wars. Then too, there is the story of that continuing conflict against poverty, disease, and social injustice; the unflinching drive to make this a richly productive land. To this end are all those essential tasks of planning budgets to meet the costs of Canada's part in the maintenance of world peace; of supporting an expanding social security program;

of supplying information to the Canadian public; and of carrying out all the other multiple services needed for good government.

These are some of the highlights of the splendid story written in the records of government offices across Canada. Now that you are joining the civil service, whether your job is going to be that of a messenger, filing clerk, typist, or deputy minister, as a civil servant you have become an essential part of this highly important body of Canadians dedicated to administering the affairs of the Government of Canada.

Civil Service Commission

The Civil Service Commission is, in a sense, the central personnel office for the federal government. As such, it is concerned with recruitment, selection, placement, promotion, transfer, training, leave and related matters. It also classifies positions, reports on the organization of departments, makes recommendations to the Government with respect to salary schedules and provides various advisory services.

The Civil Service Act is administered by three Commissioners, all of whom have the rank of deputy minister and one of whom serves as Chairman. They are appointed for ten years and, under the terms of the Act, are given the freedom and independence they need to act in the best interests of the merit system.

Contents

Pay provisions

| | |
|----------------------------|---|
| When, Where, How..... | 5 |
| Annual Increases..... | 5 |
| Income Tax..... | 6 |
| Unemployment Insurance.... | 6 |
| Voluntary Deductions..... | 6 |

Leave provisions

| | |
|---------------------------|----|
| Annual Leave..... | 7 |
| Sick Leave..... | 7 |
| Special Leave..... | 8 |
| Casual Leave..... | 8 |
| Leave Without Pay..... | 8 |
| Accident Leave..... | 8 |
| Reserve Forces Leave..... | 9 |
| Educational Leave..... | 9 |
| Furlough Leave..... | 9 |
| Retiring Leave..... | 9 |
| Statutory Holidays..... | 10 |

Insurance and pensions

| | |
|------------------------------|----|
| Superannuation..... | 10 |
| Supplementary Death Benefit | 11 |
| Retirement Fund..... | 12 |
| Hospital-Medical Insurance.. | 12 |

Conditions and benefits

| | |
|----------------------------|----|
| Hours of Work..... | 13 |
| Permanency..... | 13 |
| Rating..... | 13 |
| Advancement..... | 14 |
| Training..... | 14 |
| Appeals..... | 15 |
| Attendance..... | 15 |
| Overtime..... | 15 |
| Supplementary Employment.. | 16 |
| Dismissal..... | 16 |
| Health Facilities..... | 17 |
| Suggestion Plan..... | 17 |
| Retiring Age..... | 18 |
| Recreation..... | 18 |

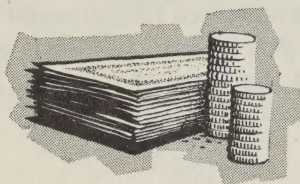
Personal reminders

| | |
|----------------------------|----|
| Political Activity..... | 19 |
| Confidential Material..... | 19 |
| Your Work Place..... | 19 |
| Dress and Conduct..... | 19 |

Civil Service organizations

| | |
|-------------------------------|----|
| Mutual Benefit Society..... | 20 |
| Co-operative Credit Society.. | 21 |
| Employee Organizations..... | 21 |
| National Joint Council..... | 21 |

| | |
|-------------------------------|-----------|
| Additional information | 22 |
|-------------------------------|-----------|



Pay Provisions

When, where, how

Most civil servants are paid twice a month, in the middle and at the end of the month. The middle payday falls on the 13th, 14th or 15th of the month and the other on the last, second last or third last day of the month. This staggering of paydays is to avoid congestion at the banks. If the normal payday happens to coincide with a Saturday, Sunday or a holiday you are paid one, two or three days earlier, as the case may be. Hourly paid employees may be paid a day or two later because of the necessity for making up time sheets.

You will be paid by cheque, which will be delivered to you at your own work place, probably by your supervisor. Attached to your month-end cheque will be a statement showing the various deductions for income tax and other purposes. This statement should be torn off and retained as a record of your earnings and deductions. It will be useful when preparing your income tax return although you will also receive a year-end recapitulation of all your earnings and deductions.

Your cheque can be cashed without charge at any bank. Do not ask someone else to cash it for you—the bank may refuse.

Annual increases

Civil servants may be granted regular increases in salary, usually at yearly intervals, until they reach the maximum for their particular range. The amount depends on their class and grade. In order to qualify for an increase you are required to reach a certain standard of performance which will be entered in your annual efficiency rating. Your attendance record may also have a bearing on your increase.

Annual increases are given on the quarterly date next following the completion of a year's satisfactory service. The quarterly dates are the first of April, July, October and January.

To illustrate, if you start work on March 1st you would be eligible for an increase on April 1st a year hence. In certain classes and grades there are provisions for semi-annual and quarterly increases.

Income tax

As mentioned earlier, income tax is deducted from your cheque under the pay-as-you-go system adopted in Canada some years ago. Therefore, at the end of the year you will ordinarily have little or nothing to pay. If, by any chance, you have been over-taxed, you will get a refund.

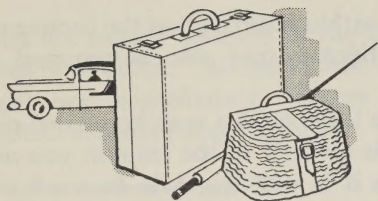
Unemployment insurance

Usually, new employees contribute to the Unemployment Insurance Fund and these contributions are also deducted from your cheque. After you have been in the civil service for a few years, these deductions may be terminated, subject to certain conditions. The amount of your deduction will depend on your salary. New employees appointed above a certain salary do not contribute at all.

Voluntary deductions

There are certain expenses for which you can arrange regular deductions from your cheque. Among these are purchases of Canada Savings Bonds and Government Annuities, premiums for the Civil Service Mutual Benefit Society and the government's Group-Hospital Medical Plan and fees for certain employee associations. Many employees find this a convenient way to meet these obligations and we are pleased to make this service available to you. It does not extend, however, to outside matters such as store purchases and the like.

If you wish more information on any of the above you are invited to get in touch with your personnel office. It might be noted that superannuation payments will also be deducted from your cheque but this will be explained later.



Leave Provisions

The word "leave" is used to designate all approved absences from work. The various types of leave are described below. In the civil service, leave is based on the fiscal year, that is, April 1st to March 31st rather than on the calendar year. Except in emergencies, leave forms must be filled out before you go on leave.

Annual leave

Annual leave is just another term for holidays. You may be granted three weeks' holidays (fifteen working days) each year. These holidays are earned at the rate of a day and a quarter for each completed month you are continuously employed, beginning at the seventh month. At any time after the first six months of service you may be granted the amount of leave which could be earned up to the close of the current fiscal year, that is, up to March 31st. For instance, if you report for duty on June 1st you will become eligible for leave on December 1st (the beginning of your seventh month) and could then take 5 days holidays, this being the amount you will earn between then and March 31st (4 months \times $1\frac{1}{4}$ days for each month). The time at which you may take your holidays is subject to the approval of your superiors.

Sick leave

Sick leave accumulates at the same rate as annual leave, that is, one and a quarter days for each month but, unlike annual leave, commences with the first month of employment rather than the seventh month. Therefore, if you are ill for a day or two in, say, your third month on the job you can claim sick leave.

If you are sick for a period of more than three days at any one time you will be asked to provide a doctor's certificate. This

certificate must be submitted within seven days of the commencement of your absence. Certificates may also be required for shorter periods.

Unlike annual leave, sick leave credits may be carried over from year to year and there is no limit to the amount you may accumulate. In view of this it is well to retain as much sick leave as possible as a precaution against future lengthy illness.

Special leave

As the name implies, special leave is for "special" purposes, such as death or illness in your immediate family, quarantine and the like. You accumulate five-twelfths of a day special leave credit for each month of continuous employment.

While it is earned during your first six months of service, normally it cannot be used until the seventh month. You may carry over unused special leave credits from year to year, up to a maximum accumulation of twenty-five days. Although you may have acquired the maximum credits, special leave as a rule is only granted for short periods.

Casual leave

Casual leave is not another type of leave. It is simply sick leave for periods not exceeding three days, or special leave on account of illness in the family not exceeding one day, which may be granted on the employee's own declaration without medical certificate. A maximum of seven days of casual leave may be granted during any one fiscal year.

Leave without pay

Leave without pay is charged when you are absent and have no leave credits to cover the absence. It is charged at the rate of one day's pay for each work day absent. Leave without pay must, of course, be authorized the same as any other leave.

Accident leave

If you are injured in the performance of your duties through no fault or negligence of your own, you may be granted leave of absence with pay, without deduction from your sick leave credit, provided that satisfactory medical evidence is furnished. These

cases are usually referred to the Government Employees Compensation Office. All accidents should be reported to your supervisor immediately. Where accident leave is granted, medical expenses may be paid.

Reserve forces leave

This may be granted for short periods of training with the Reserve Forces.

Educational leave

Educational leave may be granted to certain employees if satisfactory arrangements can be made for the continuance of their work while they are absent. Frequently, leave for educational purposes is on the basis of leave without pay. In certain cases, however, leave with pay may be granted to take a short course which will definitely increase the employee's usefulness to his department. In a situation where no qualified person is available and it is necessary to assist a selected person to take special training in order to qualify for a specific job, leave with full pay may be allowed. Leave with half pay may be granted to assist an employee to do post graduate work of special interest to his department. All requests for educational leave must be recommended by the deputy minister of the department concerned and reviewed by the Civil Service Commission.

Furlough leave

If you have completed twenty years of continuous service you may be granted up to twenty-five days of furlough leave. This is to permit you to take a long holiday midway or later in your career. Sometimes, you can arrange to take your annual leave at the same time as your furlough leave, thus permitting a holiday of about two months.

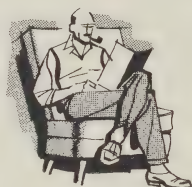
Retiring leave

When you finally leave the public service, provision is made for retiring leave within certain limits (the maximum is six months) depending upon your length of service and unexpended sick and special leave credits. Therefore, it is to your advantage to conserve these leave credits as much as you can.

Statutory holidays

There are ten days which are observed as holidays throughout the federal civil service. Nine of these are New Year's Day, Good Friday, Easter Monday, Victoria Day (which is combined with the observance of the Queen's Birthday), Dominion Day, Labour Day, Thanksgiving Day, Remembrance Day and Christmas Day. The tenth is Civic Holiday which is observed on different days in different parts of Canada, usually in the summer.

Insurance and Pensions



Superannuation

In a booklet of this size we cannot give you a detailed explanation of the Public Service Superannuation Act. Fortunately, however, that isn't necessary. The whole plan is explained in a booklet called "Your Superannuation Plan" which you will receive from your personnel office. This then is just a short summary of the highlights.

First of all, participation in the plan is compulsory for those who are subject to it—in other words, as soon as you become eligible you will start to contribute as a matter of course and without any action on your part. The contributions will be deducted from your cheque.

If you are a man, you will pay six per cent of your salary towards superannuation, five per cent if a woman, and the Government will match your contributions. The maximum period for which you can contribute is thirty-five years.

You may, if you wish, pick up certain types of outside service, the main ones being service with the Armed Forces and, if the circumstances permit, pensionable service with other employers. You will receive instructions on how to go about it.

Your benefits, which are among the most generous to be found anywhere, grow with each year that you spend in the public service and usually take the form of annuities.

Generally speaking, they are equal to two per cent of your average salary over that period of ten consecutive years in which your salary is highest multiplied by your years of service up to thirty-five. This means that if you retire with thirty-five years of service you will get a yearly allowance which is equal to seventy per cent of your average salary over your highest ten year period. When you die your wife will get one half of that and if you leave children under eighteen they will also receive allowances.

To illustrate, a man with thirty-five or more years of service and an average salary of \$5,000 in his highest ten year period would receive, if he retired at say sixty, an annual allowance of \$3,500. Under some circumstances lump sum payments may be granted instead of annuities.

Supplementary death benefit

When you start to contribute to the Superannuation Account, you will also participate in the "Supplementary Death Benefit". It, too, is explained in the booklet "Your Superannuation Plan" but basically it is a form of low-cost term insurance.

The maximum benefit is \$5,000. If you earn less than \$5,000 the benefit is calculated to the next highest multiple of \$250. For example, if your salary is \$2,740 the benefit would be \$2,750; if your salary is \$2,760 the benefit would be \$3,000. The amount of the benefit goes up as your salary increases, subject to the \$5,000 maximum.

Since the government pays one sixth of the benefits, and bears the administrative expenses, the cost to you is quite low. Your contribution amounts to ten cents a month for every \$250 of coverage. This means that if you are covered for \$3,000 your total contribution will be \$1.20 a month, \$14.40 a year. Like your pension payments, the charges are deducted from your cheque.

The Supplementary Death Benefit is primarily designed to protect your dependents when protection is most needed. After you reach age sixty the benefits decline by ten per cent each year. Your contributions will then decrease at the same rate. When

you reach age seventy you will no longer be insured under the plan. If, however, it happens that you are still employed in the public service there will be a minimum benefit equal to two months' salary.

When you leave the public service, you may elect to keep the protection you have, provided you have five years of service. You may make your decision in the year preceding your departure or within thirty days thereafter. Those who leave the public service before going on superannuation will have to pay more to retain their protection under the Supplementary Death Benefit.

The Supplementary Death Benefit is paid to the surviving wife or husband, as the case may be, or, if there is no spouse, to the contributor's estate.

Retirement fund

From the salary of most new employees, provided they are not contributors to the Superannuation Account, a deduction of 4 per cent (5 per cent in the case of non-contributors to Unemployment Insurance) is made for what is called the Retirement Fund. Monies deducted bear interest at the rate of 4 per cent per annum, compounded yearly. When the employee becomes a contributor to the Superannuation Account, usually after not more than a year of employment, the monies to his credit in the Retirement Fund are automatically transferred to the Superannuation Account where they are used to build up his superannuation credits. If he leaves the public service before he becomes a contributor to the Superannuation Account his contributions to the Retirement Fund are returned to him.

Hospital-medical insurance

If you wish, you may enroll in the Group Hospital-Medical Insurance Plan which affords financial help in the case of sickness or accident incurred by you or your family. This plan is sponsored by the National Joint Council of the Public Service of Canada, an employer-employee organization.

The plan reimburses you, according to a set schedule of rates, for hospital costs and surgical and medical expenses. Literature describing the benefits and rates may be obtained from your personnel office.



Conditions and Benefits

Hours of work

For office employees, the customary work week is $37\frac{1}{2}$ hours, made up of $7\frac{1}{2}$ hour days Monday through Friday. Some tradesmen and others, however, work more than $37\frac{1}{2}$ hours and some of them are not on the five-day week. Starting and leaving times are set by the departments to meet their own needs.

Permanency

First appointment to the public service is usually on a probationary basis. Provided the new employee has qualified through open competitive examination for permanent appointment, he becomes eligible for permanent status at any time after the completion of six months of service, which is at present the minimum waiting period. The work on which he is engaged must, of course, be of a continuous and permanent character.

Rating

Normally, employees are rated within six months of their first appointment and at yearly intervals thereafter. The first is a probationary rating which, in the case of most new employees, is forwarded to the Civil Service Commission. Ordinarily your rating is completed by your immediate supervisor and reviewed by his superior.

In order that ratings will be consistent throughout the public service a form has been designed which provides for an assessment of your usefulness on a number of factors that take into account your job performance, general ability, personal qualities, work habits and potential growth. You are given a rating on each of these factors, after which the overall rating is determined. You are, of course, rated in relation to the job you are expected to perform and not in relation to positions above or below you.

One purpose of rating is to help you perform at a high level of efficiency. Sometimes, it brings to light areas where an employee is deficient and makes it possible to point out ways to improve. Another purpose is to help to determine whether you should be granted an annual increase. It is also considered when you are competing for promotion. It is important, therefore, that you work hard and keep your rating at a high level. Your rating depends on you.

Advancement

There are three recognized avenues for advancement of personnel in the public service. The first and usual route is promotion to a vacant position of a higher grade. Promotions are on a competitive basis and usually result from formal competitions. These are advertised by posters and in other ways. In the rating of applicants for promotion the essential factors are: the employee's efficiency in the performance of his present duties, his comparative seniority and, most important, his fitness for the higher post.

Secondly, civil servants are free to apply in open competitive examinations and, if successful, may gain advancement by being re-appointed to the higher position. Finally, the classification of positions throughout the public service is subject to periodic review and in cases where employees are found to be performing duties of a more advanced character their positions may be reclassified and they will accordingly receive the salaries prescribed for the new higher classification.

With the growth and change of government activities and the movement of personnel in an enterprise of such magnitude, opportunities for advancement regularly present themselves—the rest is up to you. Incidentally, in promotion competitions there are no preferences for veterans similar to those which prevail in competitions open to the general public.

Training

Your training is important. We want you to know your department—to learn something of its history, traditions and aims—to become familiar with its organization and the work of

its various branches and divisions. This will help you to appreciate where your position fits into the overall picture. Also, we want you to become familiar with the various rules and regulations which govern civil servants—to grasp something of the spirit of public service—to learn the “code of ethics” of the service.

For these reasons, and to help you to prepare for promotion, various courses have been arranged, some conducted by the departments themselves and some by the Civil Service Commission. It would be well to acquaint yourself with these opportunities.

Appeals

Under a merit system, employees must have recourse when they believe that they have not been fairly treated. Because of this, appeal machinery has been set up in the Civil Service Commission to hear appeals against rating or standing in promotion competitions, against denials of statutory or annual salary increases, against downgrading of your position to a lower classification, and against ratings of written examination papers. Before filing an appeal or complaint, however, you should first satisfy yourself that you have adequate grounds.

Attendance

As is the case anywhere, you are expected to do a fair day's work each and every day and therefore it is essential that you be regular and punctual in your attendance. In fairness to those who are punctual, it has been found necessary to penalize those members of the staff who are habitually late. Your supervisor can tell you what these penalties are.

If, for any reason, you are unable to come to work, have someone telephone the office within the first ten or fifteen minutes of the working day so that your supervisor may arrange for the performance of your duties.

Overtime

When working overtime, you should record your starting and leaving times and make arrangements to enter the building after hours.

Compensation for overtime may take the form of time off or cash depending on your classification and various other factors. Your supervisor will acquaint you with the conditions which obtain in your case.

Supplementary employment

There are certain limitations on the amount and kind of outside work you may do. For example, you may not engage in any work that would bring discredit on the public service or any work that would involve the use of secret or confidential information that comes to you as a civil servant. Also, it goes without saying that as a member of the public service you should not become employed by any political group. There is one more condition—even though the outside work you would like to do is acceptable you should not work so long or so often as to impair your efficiency as a civil servant. If you are in any doubt about the permissibility of outside employment you should consult your personnel office.

Dismissal

It is rather early in your career to mention dismissal and we hope that it will never be necessary to mention it again. However, there are certain grounds upon which an employee can be dismissed and you should be acquainted with these.

First, though, you should appreciate that in the civil service there is a distinction between layoff and dismissal. For example it may be that, due to a reduction in volume of work, or a change in departmental activities, you may be let out—not because we don't want you but because we don't need you. There is, of course, no element of blame attached to this. That can happen in any field of employment, public or private.

Dismissal, on the other hand, involves unsatisfactory service and some element of guilt. Here are some of the main grounds: misconduct or negligence in the performance of duties, political partisanship, refusal to carry out instructions, misuse of official information, violation of oaths, theft, misuse of leave and unsatisfactory attendance.

When there is no doubt of guilt, the employee is dismissed. Should there be any reasonable doubt, the employee would

probably be suspended pending an investigation. During this period, the employee is removed from the performance of his duties and no pay is received. If the suspended employee is found guilty he may be dismissed. But if he is found innocent, he is reinstated in his position and completely cleared, and no discredit attaches to the fact that he was suspended.

An employee who is suspended or dismissed has the right to present his side of the case to his Deputy Minister or a senior officer of the Department nominated by the Deputy Minister. An employee who expects to be demoted has a similar right.

Health facilities

Your health is an important asset and the government is interested in maintaining it at a high level. The primary responsibility for this rests with the Civil Service Health Division of the Department of National Health and Welfare, although you and your family doctor also have important roles to play.

The Civil Service Health Division tries to prevent the spread of disease, provides an advisory service to departments and employees, promotes good working conditions and conducts an important program of health education.

In Ottawa, this Division has a number of health centres and units which provide treatment for minor ailments, emergency medical and surgical care, and advice on health matters.

If a defect is discovered you are advised and asked to get in touch with your family physician. Incidentally, all information obtained by the Civil Service Health Division is treated with the same confidence as would be afforded by your family doctor and is only communicated to your department if circumstances make it necessary.

Your responsibility is to avoid hazards when possible and to conduct yourself in such a manner as to promote your well-being.

Suggestion plan

The Suggestion Award Plan provides a formal means through which employees may submit ideas for the improvement of their department and the public service in general. If your idea is

accepted you may be granted an award in kind, such as a bill-fold or a pen and pencil set or an award in cash. Since the plan was adopted some years ago, many awards have been granted, a few of them exceeding \$1,000. Your interest and participation in the scheme is invited. Ask your supervisor for details.

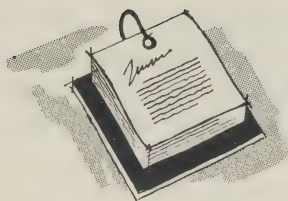
Retiring age

It is customary for civil servants, both male and female, to retire at sixty-five but they may retire as early as sixty if they so desire. On the other hand, they may be extended beyond sixty-five if that is the wish of the person concerned and the employing department. Under certain circumstances, they may be extended beyond seventy. If you become disabled, you may retire before sixty.

Recreation

Your free time is your own but if you wish you may participate in various departmental activities such as bowling, golf tournaments and the like. These afford an excellent opportunity to meet your fellow employees and at the same time provide healthy exercise.

If you work in Ottawa you will find that there is a large organization known formally as the Ottawa Civil Service Recreational Association but usually referred to as RA. It offers over forty activities, cultural, educational and recreational, and can meet almost any taste. The fees are modest and you can arrange to have them deducted from your cheque.



Personal Reminders

Political activity

As a Canadian citizen, you have the right to vote as you like. However, as a civil servant, you must not campaign on behalf of any political candidate or party in the Dominion or Provincial political fields; contribute, receive or in any way deal with any money for any party funds; or otherwise engage in activities of a politically partisan nature.

Confidential material

It may be that in the course of your work, you will have access to material of a confidential nature. It is of the utmost importance that anything of this kind be treated as such. You will no doubt recall that you took an oath covering such matters when you were sworn in.

Your work place

Our employer, the Government of Canada, has invested a considerable sum in providing you with the accommodation and equipment needed for your position. You are requested, therefore, to keep it neat and clean and to keep waste to a minimum. Do not ask for more supplies than you require and return anything that may prove to be surplus. Supplies are a large item of cost and their careless use can quickly amount to a considerable sum.

Dress and conduct

Since we expect you to be a responsible employee, it is not necessary to say much on the subjects of dress and conduct but some of you are being employed for the first time so perhaps a few thoughts are in order. First of all, keep personal telephone calls to a minimum. Secondly, dress appropriately and make

sure you are always well groomed. Thirdly, off the job as well as on it, remember that you are a representative of the Civil Service of Canada and conduct yourself accordingly. Finally, have your personal mail addressed to your home rather than your office.

Civil Service Organizations



Mutual Benefit Society

At time of death, there are often immediate expenses that could cause embarrassment to your family. The Civil Service Mutual Benefit Society affords an opportunity to provide for these expenses at very low rates. It is one of the oldest insurance organizations in Canada and is managed by civil servants for civil servants.

Policies for \$250, \$500, \$750 or \$1,000 are available to civil servants in Ottawa who are not over 50 years of age and who are in positions of a continuous nature for at least one year. The modest rates range from 27 cents a month for persons 21 years of age and under to 73 cents a month at age 50 for a \$250 policy. Payments are deducted from your cheque. If you leave the public service, you can take the cash surrender value or make arrangements to pay the premiums annually.

Benefits are paid with unusual promptness without legal or other technicalities, usually on the day of death or one or two days later, when bank accounts and insurance policies are often tied up.

For additional information, ask your supervisor for the name of your departmental representative.

Co-operative Credit Society

Like the Mutual Benefit Society, the Civil Service Co-operative Credit Society is restricted to civil servants at Ottawa. Under the terms of this Society, you may deposit money, either personally or by salary deductions, on which interest is paid at $4\frac{1}{4}$ per cent per annum and against which you may borrow on the security of a promissory note usually endorsed by one or more suitable civil servants. Re-payment of loans is by monthly salary deductions. Sometimes, you can arrange a first mortgage loan on your property. For details, consult the office of the Society in Ottawa.

Incidentally, credit unions for civil servants have also been organized in certain other centres and your supervisor can tell you whether there is one in your area.

Employee organizations

There are various civil service organizations which represent employees and you are free to join the group of your choice.

National Joint Council

This organization, formally known as the National Joint Council of the Public Service of Canada is, as its name implies, a joint body composed of senior officials who act on behalf of the government as employer and a number of representatives of employee organizations, mainly those who operate on a national basis.

The Council studies certain matters of broad application throughout the public service, for example, hours of work, leave, superannuation, health plans and the like. After its deliberations are complete, the Council may make recommendations to the Governor-in-Council, Treasury Board, Civil Service Commission or other appropriate body. It has helped to introduce many improvements.

Additional Information



In this booklet we have tried to acquaint you with some of the things you should know. Obviously, however, we haven't covered everything. Therefore, if you still have questions, see your supervisor or personnel officer.

Don't be afraid to ask questions. Many mistakes are made, particularly by new employees, because they are too shy or reluctant to seek advice. If you make a mistake don't try to cover it up. You are expected to make some. Report them immediately. Usually, if they are discovered quickly, they can be rectified.

Finally, please notify your personnel office, if you change your address, if you move, if you get married, if there is a birth in your family. For various reasons, it is important that personnel have an up-to-date record on these and certain other matters which will be brought to your attention from time to time.

Good luck in your civil service career.

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